



Illinois Health Information Exchange
ILHIE Direct
Secure Messaging Solution

ILHIE Direct and Behavioral Health

How ILHIE Direct Facilitates Communications for
Behavioral Health Professionals

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Presenters

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Purpose

- Introduce ILHIE Direct to the behavioral health community.
- Demystify data exchange under current Illinois law.
- Share use cases on how ILHIE Direct is currently and can be used by the behavioral health community.
- Provide preparatory information for individuals attending the BHIP Provider Summits.

Illinois' Behavioral Health Integration Project (BHIP)



- Increase knowledge and ability to exchange data with physical health providers, as well as to adopt EHR.
- Communication plan focuses on engagement, education and feedback.
- Research efforts include capacity study, best practices and demonstration sites.
- Products: Mock CCD, consent forms, data architecture, agreements, legislation.



What is Health IT?

- Electronic health information using computers and the Internet.
- Inaccessible patient paper charts being converted to electronic patient health records.
- Exchanged through a secure network following strict HIPAA privacy guidelines.
- Organized around patient care at the point of care.



Why Health IT?

Health IT, or e-health, is increasingly viewed as the most promising tool for improving the overall quality, safety and efficiency of the health delivery system because it:

- Improves the accuracy of health records.
- Ensures patient information is transported in secure environments.
- Diminishes the likelihood of repeat services.
- Reduces the amount of time it takes to share information among providers.



Health Information Exchange

The term "health information exchange" (HIE) actually encompasses two related concepts:

- **Verb:** The electronic sharing of health-related information among organizations.
- **Noun:** An organization that provides services to enable the electronic sharing of health-related information.
 - Illinois HIE (ILHIE) is a transport network and does NOT store patient health information.



What is Secure Messaging?

- **Secure Messaging** is an encrypted email service that protects sensitive health data sent between providers, in compliance The Health Insurance Portability and Accountability Act (HIPAA).
 - Secure alternative to regular email.
 - Helps providers quickly achieve the clinical exchange requirement for Stage 1 Meaningful Use.



ILHIE Direct Secure Messaging

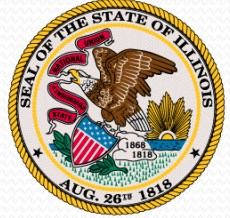
- **ILHIE Direct** is a secure messaging solution available to licensed Illinois health care providers at **no cost** throughout 2012.
 - Enables providers to send patient health information via the internet in a secure and encrypted format to other providers with an ILHIE Direct address.
 - Notifications of new ILHIE Direct message that arrive will be sent to your regular email account.
 - Can securely exchange information such as Consent Forms, Continuity of Care Documents, referrals, and summary of care records, etc. that lead to a more efficient and complete coordination of care and improved patient outcomes. Daily activities.

Advantages of ILHIE Direct vs. Standard Email



- ILHIE Direct will satisfy the clinical exchange requirement of Stage 1 Meaningful Use (Core Measure 14 for Eligible Professionals / Core Measure 13 for Eligible Hospitals).
- ILHIE Direct is secure, encrypted, and HIPAA-compliant; regular email is not.
- ILHIE Direct allows you to send and receive messages of up to 120 megabytes in size, and regular email typically allows messages no larger than 10 megabytes.

ILHIE Direct Benefits Providers With *And* Without EMRs



- ILHIE Direct is not only for providers without Electronic Medical Records (EMRs).
- Organizations with EMRs communicate with offices that do not have EMRs.
- Even two organizations with EMRs cannot usually communicate with each other if they are in different networks.
- ILHIE Direct bridges the gap for everyone.

Requirements to Use ILHIE Direct



- An Electronic Health Records system (EHR) is **not** required to use ILHIE Direct. The only requirements are:
 - An Internet connection
 - A recent version of any standard web browser (i.e. Internet Explorer, Firefox, Chrome)



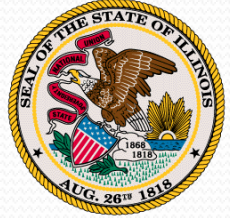
How ILHIE Direct Works

- ILHIE Direct functions like regular email, yet the messages are encrypted and can be accessed only by the intended recipient.
- Includes an internal directory of all ILHIE Direct users.
- Attaches all document types as long as they fit within the size limit.
 - Includes color images (jpg, pdf, etc.)

Behavioral Health Information & ILHIE Direct

- Consent forms along with other health forms can be sent via ILHIE Direct as attachments.
- Most behavioral health organizations utilize their own consent forms to release any health information for these consumers.
- Consumers of mental health and substance abuse treatment services retain the right to consent to sharing health information with other providers, unless unconscious or otherwise incapacitated in a medical emergency.
- Illinois (74ILCS110) and federal law (42 CFR part 2) require consent to include these and other elements:
 - Recipient
 - Purpose for sharing information
 - Information being shared
 - Duration of consent

Use Case: Ada S. McKinley and Hartgrove Hospital



- Presenter: Margo Roethlisberger, VP Program Operations in Behavior Health and Clinical Services at Ada S. McKinley Community Services in Chicago.
- **The Problem**
 - Ada S. McKinley has an EHR and all client records are electronic.
 - Organizations and hospitals it works with regularly do not have EHRs.
 - Critical clinical patient information arrives via fax or regular mail to Ada S. McKinley.
 - Employee scans all paper records, places the records in patients' EHRs and then shreds the paper.
 - By the time they appear in a patient's EHR, paper discharge summaries and transition of care summaries are of little to no value.
 - "It is simply not efficient."

Use Case: Ada S. McKinley and Hartgrove Hospital con't.



- **The Solution**

- Encouraged Hartgrove Hospital, a frequent communication partner, to sign up for ILHIE Direct.
- Hospital now sends patient records electronically and in real time.
- Receives vital patient medical histories securely and electronically, saved in real time to a patient's EHR.
- Clinical staff can review at time of service leading to better coordination of care, safety and outcomes for clients.
- Will inform colleagues at Ada S. McKinley about ILHIE Direct so they too can benefit from a secure, HIPAA compliant, ILHIE Direct email address.

Use Case: Ada S. McKinley and Hartgrove Hospital con't.



- **ILHIE Direct Benefits for Ada S. McKinley and Hartgrove Hospital:**
 - Works for organizations with and without EHR.
 - Health information is available when needed.
 - Supports better informed treatment.
 - Improves coordination of care and care transitions.
 - Saves staff time.
 - Saves paper and paper storage space.
 - Offered at no cost through 2012.
 - HIPAA compliant.

Behavioral Health Every Day Uses of ILHIE Direct



Examples of how ILHIE Direct can be used to facilitate care coordination:

- **Referral** – a) Social Worker to Psychiatrist; and b) FQHC to Outside Provider
- **Response to a Request From Another Provider** – Substance Abuse Provider, Primary Care Physician
- **Emergency Care** – Mental Health Provider to Secure Mental Health Facility/Acute Care Hospital



Frequently Asked Questions (FAQs)

- **How do I know if my ILHIE Direct message was received and read?**

To view tracking information for a message, double-click the message itself. A “track” tab will show when the message was created, sent, and viewed, deleted or moved.

- **Is ILHIE Direct part of the larger Illinois Health Information Exchange (ILHIE)**

Yes, but registering for ILHIE Direct does not entitle or obligate you to any future ILHIE services.



FAQs cont'd.

- **We already have an EHR – why would we need ILHIE Direct?**

Even if you have an EHR system, chances are you still need to communicate outside of your practice. In fact, a large majority of practices that use EHRs still send info by fax because their system can't communicate across networks.



FAQs cont'd.

- **How does ILHIE Direct support the federal government's standards for health information exchange?**

ILHIE Direct is using the Office of the National Coordinator (ONC) Direct Project standard protocols to make health information exchange possible. ILHIE Direct will support all federal and state policies and standards for health information exchange, including privacy and security standards such as HIPAA and state law.



FAQs cont'd.

- **How do I find partners to exchange ILHIE Direct messages with?**

In order to use ILHIE Direct to communicate with other providers, you will need to educate your most frequent communication partners about this service. Once they register for an ILHIE Direct address you can begin to exchange personal health information safely and securely.

Direct them to www.ILHIEdirect.net to register. Signing up takes just minutes. Please note that you will need your National Provider Identifier (NPI) number to register.

- For additional FAQs visit:
<http://www2.illinois.gov/gov/HIE/Pages/ILHIEDirectFAQ.aspx>



How to Register for ILHIE Direct

Visit the ILHIE Direct web page at <http://ilhiedirect.net> and click on the “register for ILHIE Direct” link:

ILHIE Direct - Secure Messaging Solution

Achieve Stage 1 Meaningful Use at No Cost!

The Illinois Office of Health Information Technology is pleased to assist licensed Illinois health care providers in reaching Stage 1 Meaningful Use with **ILHIE Direct Secure Messaging** service at no cost starting December 2011 and throughout 2012.

Secure messaging protects sensitive health data sent between providers in compliance with industry regulations such as The Health Insurance Portability and Accountability Act (HIPAA). It allows providers to quickly achieve clinical exchange for Stage 1 Meaningful Use by sharing clinical data through secure and encrypted email capability.

ILHIE Direct Secure Messaging Solution enables providers to send patient health information via the internet in a secure and encrypted format to recipients with an ILHIE Direct address (a special e-mail address). It's simple, fast and offered at no cost through December 2012. It allows for the exchange of information such as notes, Continuity of Care Documents, referrals, and summary of care records that lead to a more efficient and complete coordination of care and improved patient outcomes.

The ILHIE was created by state statute in 2010 to encourage the adoption of health information technology to improve the safety and quality of health care. The development of the ILHIE is being funded through a federal grant program established to allow states to assist their health care providers and hospitals with the exchange of electronic health records.

Current ILHIE Direct Users: [Log In Here](#)

[Register for ILHIE Direct](#) (by registering for ILHIE Direct you are agreeing to [these terms and conditions](#))



Future Considerations

- Registration currently open for ILHIE Direct – visit www.ilhiedirect.net.
- Due to demand and expanding capacity for ILHIE Direct, user accounts for newly registered providers to be created in July 2012.
- We will contact new registrants in mid-June about further details.



Coming Soon

- HIE 101 Webinar
 - General overview of health information technology and exchange for health care professionals.
 - June 1, 2012, 11:00 am – 12:00 pm (CDT)
 - Visit the Top News section at <http://hie.illinois.gov> to register.
- Register for BHIP Provider Summits at <http://hie.illinois.gov> (BHIP Page)
 - Rockford - June 7
 - Chicago – June 14 (full)
 - Springfield – June 26
 - Carterville – June 27



Additional Resources

- Illinois Health Information Exchange website
 - <http://hie.illinois.gov>
- Illinois Behavioral Health Integration Project (BHIP) website
 - <http://www2.illinois.gov/gov/HIE/Pages/BHIP.aspx>
- Illinois Health IT Regional Extension Centers
 - Providing technical assistance to providers implementing EMRs
 - Also Serving as BHIP Capacity Study outreach partners
 - CHITREC www.chitrec.org (Chicago)
 - IL-HITREC www.ilhitrec.org (Statewide)



For Questions and More Information

Join the ILHIE Listserv to receive regular updates regarding health IT in Illinois:

<http://www2.illinois.gov/gov/HIE/Pages/notify.aspx>

For questions and more information about ILHIE Direct, please contact Cory Verblen, Communications Manager for the Illinois Health Information Exchange:

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For questions and more information about BHIP, please contact Dia Cirillo, Behavioral Health Project Director

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